



**The Syracuse Regional Airport Authority
invites applications for
Deputy Chief Operations Officer
of the Syracuse Hancock International Airport in Syracuse, NY**

Overview

The [Syracuse Regional Airport Authority](#) (“SRAA” or “Authority”) invites applications for the position of **Deputy Chief Operations Officer** (“Deputy COO”) of the [Syracuse Hancock International Airport](#) (“SYR”) in Syracuse, NY.

The Airport has selected Steven Baldwin Associates to conduct a confidential, national search for this position.

This is an exciting time to be at SYR which has seen record-setting passenger growth in the past few years and award-winning accolades from the industry for the Airport and staff. Moreover, the Airport has recently undergone a top-to-bottom \$65 million terminal renovation and has established a record-setting 26 non-stop destinations in 2021, with service provided by all three major legacy carriers and bolstered by new partnerships with low-cost carriers.

- ***At this key juncture in the Airport's history, SYR is looking for an experienced Deputy COO who will lead the Airport Operations and Airfield Maintenance divisions of the Airport, and other Operational/Maintenance divisions as needed. The preferred candidate will have oversight, supervision, and management experience in operations commensurate to a senior management position. The candidate will also be fluent in TSA and Federal aviation requirements and operations.***

The selected candidate will be working with a talented and experienced senior management staff and will work under the general guidance of the Chief Operations Officer. For more details on the opportunity and the Airport, please see the information below.

The Opportunity

SYR is seeking a professional who is well adept in the theories, principles, practices, and techniques related to airport operations, safety, and security and who will provide leadership in these areas while guiding the divisions toward accomplishing the Airport's strategic vision.

The Deputy COO will be responsible for effectively planning, developing, implementing, and monitoring all policies and procedures related to the assigned areas. Work is performed under the general direction of the Chief Operations Officer, who allows the Deputy COO independence in planning and implementation of procedures.

The Deputy COO is designated as next in line after the COO concerning operational responsibility at the Airport; thus, in the event of the COO's absence from the Airport, the Deputy COO shall have primary responsibility for all operational areas, including Airport Operations, Airfield Maintenance, Security, Terminal Maintenance, and Trades.

Key Duties and Responsibilities

The key duties, responsibilities, and typical work activities of the Deputy COO include:

- Provides oversight and direction to Airport Operations and Airfield Maintenance; also provides oversight and direction for the Security, Terminal Maintenance, and Trades divisions as needed in the COO's absence
- Ensures all administrative duties related to airport operations and airfield maintenance are performed in an acceptable and professional manner
- Provides effective leadership, support, and development of employees, including communication of reasonable standards of performance, performance management and evaluation, coaching, training, motivation, and discipline
- Anticipates needs, forecasts results, analyzes and organizes work processes and procedures, and delegates assignments and/or work tasks for results
- Coordinates with senior management in the preparation of budgets and oversees implementation
- Coordinates with Directors for matters affecting airport operations
- Establishes operations contingency procedures for all situations
- Ensures compliance with FAA and TSA regulations
- Oversees updates to the Airport Certification Manual
- Ensures training is conducted according to requirements
- Oversees maintenance of records and files as required by state and Federal regulations
- Assumes all the responsibilities of the Chief Operations Officer in their absence
- Other duties as assigned by the COO and Executive Director

The key duties, responsibilities, and typical work activities of the Deputy COO when the COO is unavailable:

- Analyzes and defines security requirements, including access restrictions, and develops appropriate policy to reduce vulnerability
- Reviews emergency response and safety procedures and develops and implements appropriate policies
- Conducts confidential investigations regarding security and safety
- Coordinates certain activities with public safety officials, outside contractors, and agencies where appropriate

Knowledge, Skills, Abilities, and Personal Characteristics Needed for Exemplary Performance

- Thorough knowledge of CFR 49, Part 1542
- Thorough knowledge of FAA Part 139
- Thorough knowledge of advisory circulars pertaining to airport operations, safety, airfield inspections, NOTAMS, and airport design and emergency responses

- Knowledge of general principles and practices of business management and personnel management
- In-depth knowledge of airport industry standards and principles of security and access control systems
- Good knowledge of the principles, practices, procedures, and techniques of airport operations and airfield maintenance
- Ability to work professionally and respectfully with a diverse staff, contractors, the public, tenants, regulatory agency officials, and public officials
- Ability to perform in stressful situations and aviation-related emergencies in a professional manner
- Ability to keep accurate records and prepare clear and concise reports
- Ability to communicate effectively, both verbally and in writing
- Ability to understand oral and written instructions
- Ability to present publicly
- Must maintain an airfield movement area driving permit/certification
- Ability to be on-call for emergencies

Additionally:

- Ability to make detailed inspections and to recognize potential security or safety hazards
- Good knowledge of the fundamentals of security work
- Good knowledge of Federal, state and local laws and regulations applicable to airports, including safety and security regulations as promulgated by the Transportation Security Administration
- Good knowledge of the laws, regulations, and fundamentals of safety
- Ability to implement security and safety programs

Minimum Requirements

- Bachelor's degree in Aviation Management, Security Management, Facilities Management, or a related field and five (5) years of work experience, or its part-time equivalent, in a supervisory capacity in a commercial airport; or,
- Associate's degree and ten (10) years of work experience, or its part-time equivalent, in airport operations, at least seven (7) of which were in a supervisory capacity in a commercial airport

Licenses and Certifications

- Must obtain and maintain security clearance as required by the role and TSA regulations
- Must pass pre-employment drug test in addition to security and background check
- Possession of valid New York State driver's license
- Must have AAAE CM (Certified Member) certification, or become certified within one year of date of hire

Salary and Compensation

The position is supported by a robust benefits program defined by the Syracuse Regional Airport Authority and New York State. A competitive compensation package is being offered, and the established recruitment salary range for this position is \$100,000 - \$115,000, commensurate with experience, plus an additional one-time relocation assistance for the selected candidate. Final salary and benefits will be based on the qualifications and experience of the preferred candidate.

Provisional Period

Currently, this position falls under the New York State Civil Service hiring regulations. This means that typically a candidate hired for this position is placed in a provisional status which can be made permanent only after a NYS civil service exam associated with the position is offered and the candidate places among the top candidates.

The SRAA has been systematically filing requests for a change of jurisdictional classification from the NYS Civil Service regulations for all of the management team positions, which to date have been achieved. For this position, the request has been filed and is currently pending.

To Apply

To apply for this exciting opportunity, please submit a cover letter, resume, and a minimum list of three references in **one** recruitment PDF document to Steven Baldwin Associates, at info@baldwinllc.com. Within your cover letter, please specifically address your experience and accomplishments in the areas noted in the sections above, with particular attention to your knowledge and experience in airport operations, airfield maintenance, regulations, and security. Also, please indicate in the subject line of your electronic submission: "SYR Deputy COO Search."

- Only complete electronic submissions that follow the above guidelines, and which are received by **July 15 by 5:00 PM EST**, will be considered.

Selection timeframe: The SRAA's goal is to make a selection with the preferred candidate reporting to duty as soon as practical.

NOTE: The SRAA is an equal opportunity employer. The SRAA reserves the right to not fill the position. Nothing in this announcement guarantees employment.

The Airport

SRAA Mission Statement

The Syracuse Regional Airport Authority serves Upstate New York, providing a safe, convenient, seamless passenger experience while enhancing economic opportunity, development, and growth in the region.

SRAA Vision Statement

To be recognized as a best-in-class airport elevating the customer experience and exceeding stakeholder expectations, while using innovative technology and optimizing the economic prosperity of the region we serve.

SRAA Core Values

The Syracuse Hancock International Airport holds these values and beliefs as core to its culture, mission, and vision for its customers, staff, partners, and stakeholders:

- *We believe in safety & security.*
- *We believe in health & wellness.*

- *We believe in community relationships.*
- *We believe in trust & transparency.*
- *We believe in reliability & responsiveness.*
- *We believe in innovation & technology.*
- *We believe in environmental sustainability.*
- *We believe in independent financial stability.*
- *We believe in diversity & inclusion.*

General Information and Administration

The Syracuse Hancock International Airport serves as the first impression and economic engine of the central New York region. Recently, major improvements were completed at SYR during an extensive facilities renovation. Over 13 months, the \$65 million project involved more than 300 workers creating 14,500 square feet of new space with 400 tons of steel. Originally built in 1962, the renovations to the terminal updated many of the materials and layouts from more than 50 years ago. The results have been a streamlined layout with new interior and exterior materials and new furnishings giving passengers a more modern, functional, and welcoming space. These significant enhancements have delivered an enhanced passenger experience, simplifying movements in and around the Airport and updating aesthetics throughout the facilities.



SYR is the largest commercial airport in central New York, and the 6th largest in the state. Record levels of growth are pushing SYR to new heights and higher passenger numbers. Growth has been fueled by an increase in destinations, particularly from low-cost carriers such as Allegiant, JetBlue, and Frontier. Enplanement numbers for 2019 hit more than 1.27 million, which were the highest numbers in a decade.

Air Service

In 2021, SYR has increased its total of nonstop destinations to 26 cities via 7 commercial air carriers. The cities served include: Atlanta, Baltimore, Boston, Charlotte, Chicago O'Hare, Dallas/Fort Worth, Denver, Detroit Metro, Ft. Lauderdale, Ft. Myers, Minneapolis-St. Paul, Myrtle Beach, Nashville, all three NYC metro airports (LaGuardia, JFK, Newark), Orlando International and Orlando-Sanford, Philadelphia, Punta Gorda (FL), Raleigh-Durham, Sarasota-Bradenton, St. Petersburg-Clearwater, Tampa, and Washington, DC (both National and Dulles). Much of the recent growth has come from partnerships with Southwest, Frontier, and Allegiant, as well as JetBlue, which complement the major carriers serving SYR: American, Delta, and United.

The Airport Authority

Policy and general oversight of the Airport are the responsibility of the Syracuse Regional Airport Authority Board (website: www.syrsvaa.com). The Authority is a public benefit corporation and was established to operate the Airport and to foster the development of safe, secure, and efficient aviation services in Syracuse and the central New York region. The Authority is committed to promoting the growth and success of the Syracuse Hancock International Airport by providing fiscal responsibility,

regional marketing, and job creation in the aviation industry, and those industries that support aviation. The Authority was established under the Public Authorities Law of the State of New York.

Airport Management

The Airport is overseen by the Authority Board and managed and operated by a Management Team composed of the Executive Director; Chief Operations Officer; Chief Financial Officer; Chief Commercial Officer; Deputy Chief Operations Officer; Director of Marketing, Communications, and Air Service Development; Director of Business Development; Director of Planning and Development; Director of Public Safety; and Director of Human Resources. The Airport is operated



overall by approximately 120 staff members in several departments, including: executive, finance, operations, security, human resources, planning, and marketing/business development.

The Airport has an annual operating budget of approximately \$33 million and a current capital budget of approximately \$21 million. For more info about the Airport, visit the website at: www.syrairport.org where you can find the 2020 SRAA Annual Report as well as the latest news and media updates.

The Community: Living in Syracuse

Syracuse, New York is home to a wealth of experiences, from dining to art to nature to music, and boasts a vibrant culture and thriving industries. It's an excellent place for raising a family and for exploring a variety of passions and interests.

Located in the geographic center of New York State, Syracuse is a scenic treasure amidst rolling hills, tranquil lakes and picturesque forests. Its changing seasons allow for colorful autumns, and winter snows transform its gently rolling hills into a perfect playground for winter sports enthusiasts.

The area offers a reasonable cost of living, a depth of educational opportunities, and numerous quality services found in major metropolitan areas. Residents enjoy an abundance of natural resources including Onondaga Lake Park and the Erie Canal; cultural venues including The Landmark Theater, Everson Museum of Art, Syracuse Stage, and the Oncenter; shopping at Destiny Mall and a range of local businesses; breweries, wineries, and related festivals; historic landmarks related to the Underground Railroad and Women's Suffrage; and family-friendly destinations including the Museum of Science and Technology and The New York State Fair. Syracuse is also home to Syracuse University, a major research university, and Le Moyne College, a nationally recognized liberal arts college.



Syracuse is less than 20 minutes from attractive suburbs including Baldwinsville, Liverpool, Fayetteville, Manlius, and Cazenovia. Summers offer comfortably warm weather and a variety of outdoor recreation opportunities, and winters offer a variety options including skiing at Toggenburg Mountain, skating at Clinton Square Rink, or attending NCAA Division I basketball tournaments featuring Syracuse's Orangemen at the Carrier Dome.

When you'd like to get away for the weekend, an hour's drive will take you to the picturesque Finger Lakes Region and Cayuga Wine Trail; two hour's drive will afford you the wonders of The Adirondack State Park's six million "forever wild" acres or Cooperstown's Baseball Hall of Fame; three hour's drive will offer you the excitement of Saratoga Spring's historic resort town or the stunning beauty of Niagara Falls. With a four- to five-hour drive, you can visit nearly every major eastern metropolitan area, including New York City, Boston, Toronto, Washington D.C., and Philadelphia.

For more information about the Syracuse area's many offerings, go to VisitSyracuse.com.



Executive search services provided by Steven Baldwin Associates, LLC.

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